

## Responding to findings of the National Maternity Survey 2021

### Overview

The National Maternity Survey takes place annually and presents us with insight on the experiences of over 200 service users while pregnant, during, and following the birth of their baby. It is a rich source of information in itself, but viewed alongside the data we gather from complaints, FFT and surveys it has the potential to ensure we direct our improvement efforts towards actions that will have the greatest impact on women's experience of care and treatment. The findings present a picture of outstanding care delivered by Kingston's maternity service.

The survey reports on the experiences of 242 service users receiving maternity care in February 2021, a 66% response rate compared with an average response rate of 52% nationally (as reported by the CQC). 73.4% respondents described their ethnic group as white. The next largest group was Asian or British Asian (13.3%) followed by multiple ethnic groups (7.1%). 2.5 % described themselves as Black or Black British.

KHFT received initial survey findings and analysis from Picker (our national surveys contractor) in August 2021. The CQC report summarising and benchmarking performance across all NHS Trusts in England was published in February 2022 and can be accessed via the CQC website's national surveys page.

**CQC findings confirm that service users receive an outstanding experience of care. Kingston Maternity was a positive outlier on 16 out of 50 benchmarked questions.** KHFT results were:

- Much better than most trusts for 2 questions
- Better than most trusts for 10 questions
- Somewhat better than most trusts for 4 questions

On no questions was KHFT worse than most other trusts. **Kingston Maternity is the top performing NHS Maternity Service in London across all three components of the maternity pathway (antenatal, labour and birth and postnatal care)**

### Antenatal care

**There is evidence that Kingston Maternity has provided universally good antenatal care on measures of experience that matter most to maternity service users.** 100% of respondents said they felt **listened to** by midwives during their antenatal check-ups (rated as 'much better' by the CQC than most other trusts).

Rated as 'better' than most trusts nationally by the CQC:

- 100% said they were **spoken to in a way they could understand**
- 99% felt **involved enough in decisions** about their care
- 99% said they were **given the help they needed** by midwives

- 97% of service users said that they had **enough time to ask questions** or discuss their pregnancy

## Care during labour and birth

**On questions relating to care during labour and birth, Kingston Maternity scored ‘better’ than most trusts in four areas and ‘somewhat better’ on two:**

Rated as **‘better’** than most trusts by the CQC:

- 87% of survey respondents were **involved enough in a decision to be induced**.
- 97 % had **skin to skin contact** with their baby shortly after birth
- 96 % said a **birthing partner was involved** as much as wanted
- 99% were **spoken to in a way they could understand**

Rated as **somewhat better** than most trusts by the CQC:

- 100% of **staff introduced themselves** during labour and birth
- 97 % felt they were **involved in decisions about care**

## Postnatal care

**In relation to care after birth**, the findings recognise Kingston Maternity’s decision to maintain partners involvement following birth throughout the Pandemic – **88% of respondents found that their partner was able to stay with them as long as they wanted following birth** – rated in CQC benchmarking analysis ‘much better’ than other NHS trusts.

Service users reported feeling **supported in decisions about feeding** their baby – with 97% saying they found their decisions about to how to feed their baby were respected by midwives (rated as ‘better’ than other trusts by the CQC), and 91% saying that midwives gave active support and encouragement about feeding (‘somewhat better’ than other trusts as rated by the CQC).

99% of respondents **felt listened to by midwives** once they were back at home (‘better’ than other trusts as rated by the CQC), while 96% had **confidence and trust in postnatal midwives** (‘somewhat better’ than other trusts as rated by the CQC).

**Other notable findings** from the survey are that service users with a disability had on average a poorer experience and those aged over 36 had on average a better experience. Only 9.2% of survey respondents were under 30 years old and consequently analysis has not discerned their views, as findings for sub-groups with less than 30 responses are suppressed.

## Potential areas to enhance service user experience

Further analysis from Picker’s data highlights several areas where service user experience could be enhanced. The proportion of respondents saying that they received appropriate advice and support at the start of labour fell significantly compared with 2019 data (80% 2021 / 89%, 2019) as did the proportion saying they received the information or explanation they needed following birth (89% 2021 / 94%, 2019).

Service users reported excellent care in the midwifery-led birth environment of the Birth Centre, with eight questions scoring 100%. However, two questions scored lower than might be expected. The proportion of respondents that said they were not left alone at a time when they were worried was 67% compared with 81% of respondents receiving care on the consultant-led ward and 74% of birth centre respondents felt concerns during labour and birth were taken seriously compared with 86% on the consultant-led ward.

55% of all respondents said they were discharged without a delay. Although this is within the normal range in CQC benchmarking, it is significantly lower than the average of trusts using Picker as their survey contractor (64%), and reflective of a trend of below average performance on this question since 2017.

Picker's improvement matrix identifies ten questions to prioritise relating to care at home after giving birth. These include the provision of information to women about their physical and mental health post birth by midwives and GPs, and who to contact for advice about mental health. 58% of respondents said they received support or advice about feeding their baby during evenings, nights and weekends when they needed in contrast with the 70% average for this question amongst trusts using Picker as their survey contractor. Although 91% of service users said they received help and advice from health professionals in the six weeks following birth, this is significantly lower than in 2019 according to CQC analysis.

## Our response

The approach we are using to disseminate and act upon the survey's findings is:

**Targeted dissemination and working up analysis and understanding of findings** - working with clinical and managerial colleagues to build their understanding of the data, insight it can provide.

**Dissemination of insights** – use internal communication channels to deliver 'bite size' highlights from the survey on the survey embargo is lifted.

**Accountability for moving forward with change** – bring responses together in an overall action plan and report this via the AHP, Nursing and Midwifery Committee and the Patient Experience Committee.

**Working with our MVP** - to hear about the experience of service users whose voices have not been adequately represented in this survey, and to work in partnership around actions identified.